

# UHB49

## Fulfil salon reception duties

The aim of this unit is to develop your knowledge, understanding and skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and generally maintaining the reception area. You will learn how to deal with people in a polite manner whilst questioning them to find out what they require.

Throughout this unit you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

National Occupational  
Standards (NOS)

# CHB13

Level

## 2

Credit value

## 6

GLH

## 47

Observations

## 1

External paper(s)

## 0



# Fulfil salon reception duties

## Learning outcomes

On completion of this unit you will:

1. Be able to carry out salon reception duties
2. Understand salon and legal requirements for carrying out salon reception duties
3. Know the operations of the salon

## Evidence requirements

1. *Environment*  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*  
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*  
Competent performance of Observation outcomes must be demonstrated on **at least one occasion**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two

weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off a learning outcome when all criteria have been competently achieved in a single client service.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Learning outcome 1

### Be able to carry out salon reception duties

You can:

- a. Maintain the reception area
- b. Attend to clients and respond to enquiries
- c. Carry out the booking of appointments for salon services
- d. Manage payments from clients

\* May be assessed by supplementary evidence.

Observation	1	Optional	Optional
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			

# Range



You must practically demonstrate that you have:

Handled a <b>minimum of 1</b> type of customer		Portfolio reference
Who have different needs and expectations		
Who have a complaint		
Handled a <b>minimum of 2</b> types of enquiries		Portfolio reference
In person		
By telephone		
Electronically		
Handled <b>all</b> types of appointments		Portfolio reference
In person		
By telephone		
Handled <b>all</b> methods of payment		Portfolio reference
Cash		
Non-cash payment		

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below\*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

*\*This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements listed in the Knowledge Requirements section of this book, must be evidenced in a portfolio.

# Knowledge



## Learning outcome 2

### Understand salon and legal requirements for carrying out salon reception duties

You can:	NOS CHB13 reference	Portfolio reference
a. Outline salon procedures for reception duties	K1, K4, K11, K17, K19	
b. Explain own responsibilities for reception duties	K2, K12, K18	
c. Explain the importance of taking messages and the procedures for dealing with them	K16	
d. Outline the methods of communication and how to apply them effectively	K5, K6, K7, K8, K9, K10	
e. Explain the legal requirements of the Sale of Goods and Services Act and the Data Protection Act	K3, K20, K21	

*You will be required to have a portfolio of evidence for all assessment criteria.*





## Learning outcome 3

### Know the operations of the salon

You can:	NOS CHB13 reference	Portfolio reference
a. Explain the salon's procedures for maintaining the reception area and the care of clients	K25	
b. Identify the products available for sale and the salon's services, their duration and cost	K22, K23	
c. Explain how to book and confirm clients' appointments	K13, K14, K15	
d. Identify current discounts and special offers available	K24	
e. Outline methods of calculating payments	K26	
f. Explain how to handle payments securely	K27, K28, K29	
g. Describe how to resolve any payment discrepancies that may occur	K30, K31, K32	

*You will be required to have a portfolio of evidence for all assessment criteria.*

# Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB13	NOS statements to be included in a portfolio of evidence
K1	Your salon's procedures for: <ul style="list-style-type: none"> <li>• maintaining the reception area</li> <li>• client care at reception</li> </ul>
K2	The limits of your authority when maintaining the reception areas
K3	The importance of checking and identifying any defects in retail products
K4	What and how much reception stationery should be kept at your reception area
K5	The importance to the salon's business of effective communication
K6	How and when to ask questions
K7	How to speak clearly in a way that suits the situation
K8	How to show you are listening closely to what people are saying to you
K9	How to adapt what you say to suit different situations
K10	How to show positive body language
K11	Your salon's procedures for: <ul style="list-style-type: none"> <li>• maintaining confidentiality</li> <li>• taking messages</li> <li>• making and recording appointments</li> <li>• carrying out tests</li> <li>• dealing with suspected fraud</li> <li>• authorising non-cash payments when these are 'over limit'</li> <li>• personal safety</li> </ul>



**You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.**

NOS CHB13	NOS statements to be included in a portfolio of evidence
K12	The limits of your authority when: <ul style="list-style-type: none"> <li>• attending to people and enquiries</li> <li>• making appointments</li> <li>• carrying out tests</li> <li>• dealing with payments and discrepancies</li> </ul>
K13	The importance of confirming and making appointments correctly
K14	The types of information required to make an appointment
K15	The common systems available for making appointments such as manual and electronic
K16	The importance of taking messages and passing them on to the right person at the right time
K17	Who to refer to with different types of enquiries
K18	The person in your salon to whom you should refer reception problems
K19	The importance of checking that clients have had tests for specific services
K20	Relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act
K21	The consequences of breaking confidentiality
K22	The services available and their duration and cost
K23	The products available for sale and their cost



**You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.**

NOS CHB13	NOS statements to be included in a portfolio of evidence
K24	How to identify any current discounts and special offers such as 2-for-1 offers and vouchers
K25	How to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods
K26	Common methods of calculating payments including point of sale technology and physical calculations
K27	How to keep cash and other payments safe and secure
K28	The types of payment that you are authorised to accept
K29	How to gain electronic authorisation for payment cards
K30	How to identify and deal with discrepancies: <ul style="list-style-type: none"> <li>• counterfeit payments</li> <li>• invalid currency</li> <li>• suspected stolen cheques, credit cards and payment cards</li> <li>• invalid card</li> <li>• incorrect completion of cheque</li> <li>• payment disputes</li> </ul>
K31	How to deal with customers offering suspect tender or suspect non-cash payments
K32	Consequences of failure to handle payments correctly